

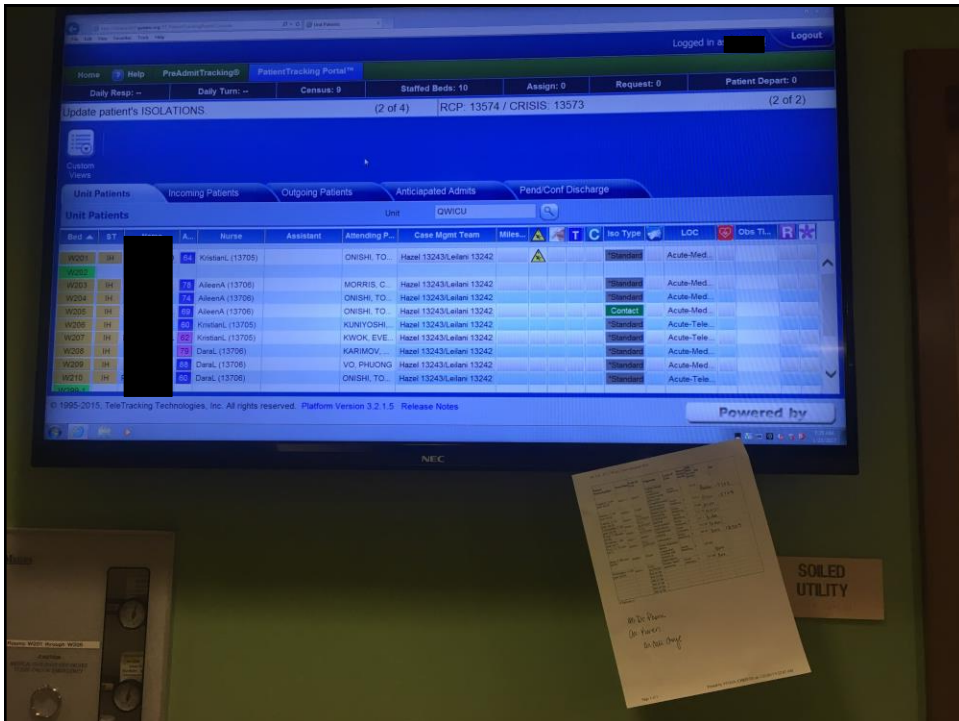
# Thinking About Change and Spread Before We Get Stuck

Hawaii Statewide ISCR Face-to-Face  
Friday, September 27<sup>th</sup>, 2019

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Update patient's ISOLATIONS (2 of 4) RCP: 13574 / CRISIS: 13573 (2 of 2)

Bed	ST	Nurse	Assistant	Attending P.	Case Mgmt Team	Mites	Loc Type	LOC	Obs TL
W001	IR	Kristiani, (13705)		DNISHI, TO	Hazel 13243;eliani 13242		Standard	Acute-Med	
W002	IR	AlisonA (13706)		MORRIS, C	Hazel 13243;eliani 13242		Standard	Acute-Med	
W003	IR	AlisonA (13706)		DNISHI, TO	Hazel 13243;eliani 13242		Standard	Acute-Med	
W004	IR	AlisonA (13706)		DNISHI, TO	Hazel 13243;eliani 13242		Contact	Acute-Med	
W005	IR	Kristiani, (13705)		KUNYOSHI, H	Hazel 13243;eliani 13242		Standard	Acute-Tele	
W006	IR	Kristiani, (13705)		KWOK, EVE	Hazel 13243;eliani 13242		Standard	Acute-Tele	
W007	IR	DanaL (13706)		KARIMOV, H	Hazel 13243;eliani 13242		Standard	Acute-Med	
W008	IR	DanaL (13706)		VO, PHUCNG	Hazel 13243;eliani 13242		Standard	Acute-Med	
W009	IR	DanaL (13706)		DNISHI, TO	Hazel 13243;eliani 13242		Standard	Acute-Tele	

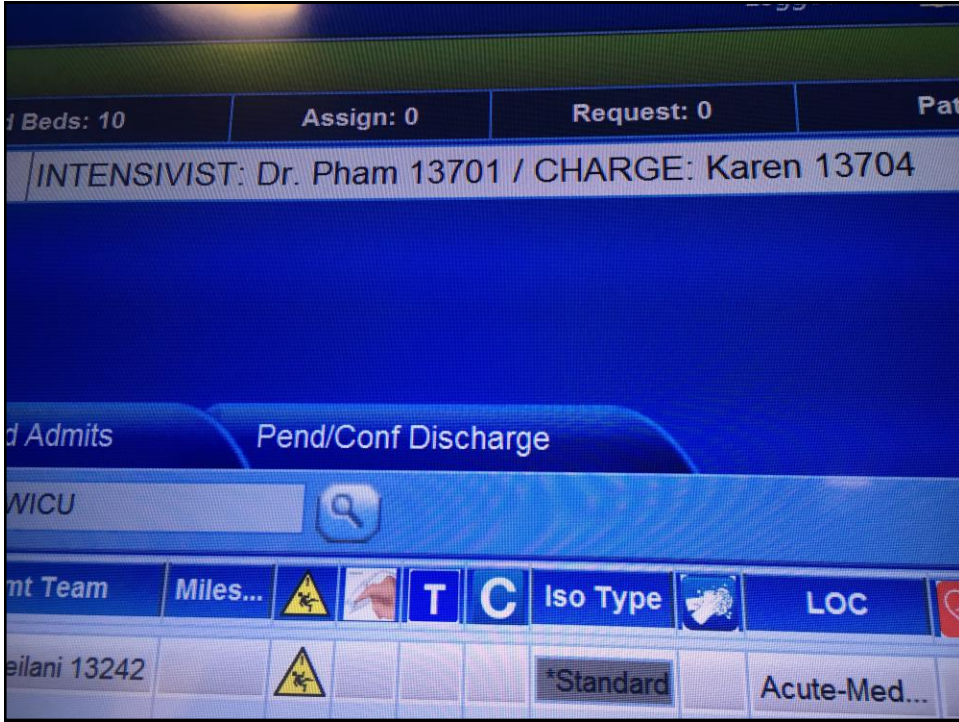
© 1995-2015, TeleTracking Technologies, Inc. All rights reserved. Platform Version 3.2.1.5 Release Notes

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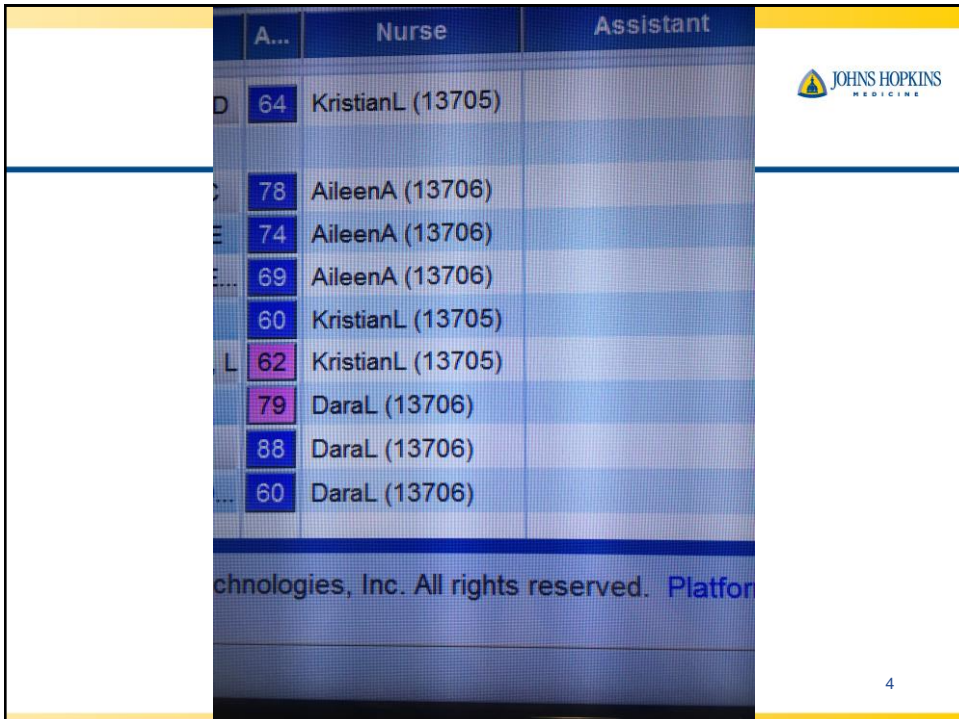
SOILED UTILITY

W-1000  
Dr. Cuong  
Dr. Pham

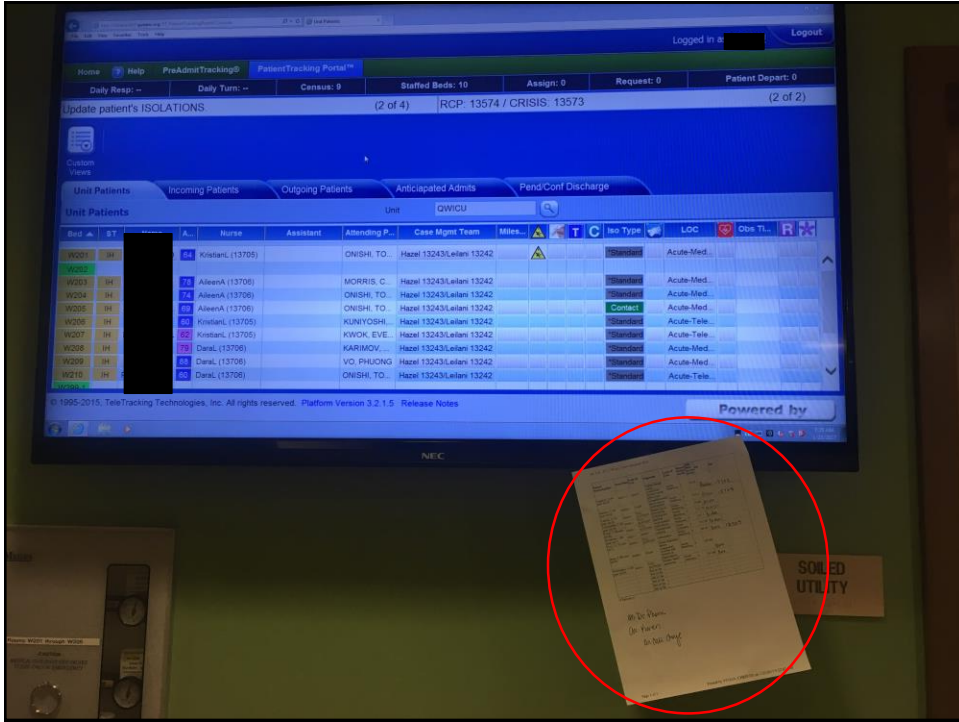
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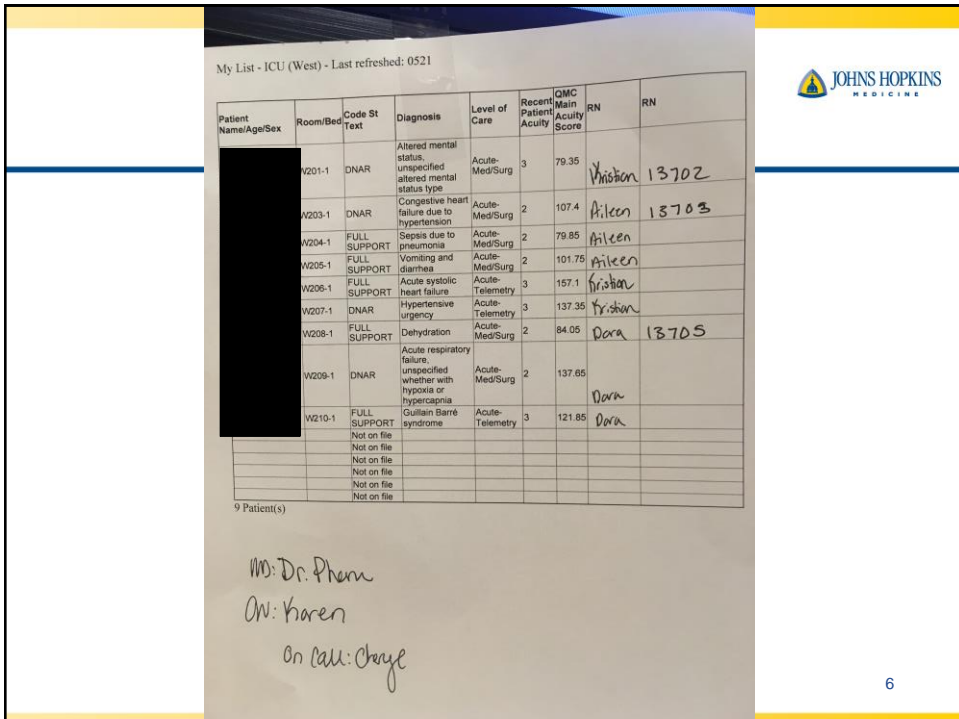
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## **“TREIP” Model for Change Management** (Translating Research Evidence Into Practice)



- Engage
- Educate
- Execute
- Evaluate
- Endure

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## **SIX TIPS FOR CREATING ENGAGEMENT IN QUALITY IMPROVEMENT**



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## #1. “Nobody cares how much you know, until they know how much you care” Theodore Roosevelt



- What's the motivation?
  - Extrinsic
  - Intrinsic
- Start with the patient
- Have you put in the work to connect with the front line?

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## #2. Is the team competent?




- Do you know the evidence/rationale?
- Do you have an organized, well-thought out plan?
- Are you there at night and in on the weekends?
- Do you have early successes?

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### #3. Tune in to WIFM (What's In It For Me?)

- People resist loss, not change
- Try to surface and mitigate real AND perceived loss
  - Physician's/Nurse's time is likely a major concern
- Perceived losses often much greater than real
- Perceived loss high when communication is low

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## #4. Don't ignore the elephants in the room



- What's your elephant?
- Not enough time
- Not enough resources

Use your champions & executive partner to help you address this head on. Use early wins to build support for the project.



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## #5. Communication, Communication, Communication



- Communicate prior to start of project
  - No surprises
- Listen to & include those who resist/value the dissenter
- Create mechanisms to feed back results to clinicians

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## #6. Recognition & Praise



- Present ideas, plans, posters etc...
- Thank members for their time, effort & expertise
- Highlight their value
- Reward participation

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## What are your tips for engagement?



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